



# Ombudsman Initial Consideration

LEOFF Plan 2 Retirement Board

April 28, 2010

# Issue Description

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- Survivors of duty related deaths and members who are catastrophically disabled may not know about or where/how to apply for all benefits to which they may be entitled.

# Identifying Benefits

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- Multiple benefits, multiple sources, and time sensitivity
  - Pension Benefits [State]
  - Workers' Compensation Benefits [State]
  - Social Security Benefits [Federal]
  - PSOB [Federal]
  - Military/Veteran Benefits [Federal]
  - Union/Employer Sponsored Benefits [Private]
  - Personal Benefits/Insurance [Private]

# Sources of Assistance

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- Currently no single source of assistance
  - Rely on family, friends, coworkers, organizations
  - Individual Benefit providers
- Still may be incomplete information and overlooked benefits

# Ombudsman Concept

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- A person who acts as a trusted intermediary between an organization and some internal or external constituency while representing the broad scope of constituent interests
- Roles and responsibilities can be defined as broad or narrow to fit scope of problem

# Ombudsman

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QUESTIONS?